

Appendix 1 - Older Peoples Action Plan 2009/10 – Quarter 2 Update

| Ref No: | Task | Actions | Lead | Target Dates | Progress at end of quarter 2 |
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| Theme 1 - Safety and Security | | | | | |
| 1.1 | Increase home security among older people. | a) Install 1000 burglar alarms free to the homes of vulnerable older people | Sarah Owen | 31 March 2010 | On track (green) – During the first six months of 2009/10, 392 alarms have been fitted. Age Concern now have in place two dedicated handy people, who will only be working on the installation of the alarms. 576 alarms had been installed as at 30 November 2009. |
| | | b) Promote increased home security - distribute information packs about security to all future recipients of alarms | Sarah Owen | 31 March 2010 | On track (green) - all recipients of burglar alarms are given a security pack containing useful crime prevention information. 1,000 have been passed to Age Concern who are distributing with each alarm installed. |
| 1.2 | Take action to tackle rogue traders. (Ref: ECP001) | a) Tackle reports of Rogue Traders in cooperation with Police and other partners. | Peggy Law | 31 March 2010 | On-going (green) - Trading Standards Officers have responded to 14 incidents of rogue traders and intervened on 5 occasions. |
| 1.3 | Raise awareness amongst older people of safety and security | a) Deliver 2 presentations to older people's forums/assemblies | Sarah Owen | 31 March 2010 | On track (green) – The Community Safety Team attended the Older People's Forum on 16th October 2009. |

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| | | b) Conduct home fire safety visits in priority postcodes | Colin Gribble | 31 March 2010 | <p>On track (green) - 500 home fire safety visits were conducted during quarter 1, of which approximately 39% were in priority postcodes.</p> <p>543 home fire safety visits were conducted during quarter 2, of which approximately 49% were in priority post codes. In total 1043 home fire safety visits were conducted during the first six months since April 2009.</p> |
| 1.4 | Continue to make the streets feel safer, particularly in the evenings. | Continue to tackle anti-social behaviour - resolve at least 80% of all cases referred to the community safety team by eliminating (totally or partially) the problem or referring the case to Hillingdon Community Mediation | Mick Dunckley | 31 March 2010 | <p>On track (green) – to resolve at least 80% of all cases referred to the Community Safety Team. Problems in 76% of cases referred to the community safety team were eliminated (totally or partially) or referred to Hillingdon Community Mediation.</p> |
| 1.5 | Raise awareness amongst front-line staff about security and safety for older clients | a) Deliver 7 community safety risk management training sessions to front-line social care staff on crime prevention, fire safety and trips and falls. | Sarah Owen | 31 March 2010 | <p>On track (green) – five training sessions have been delivered - on the 7th May, 24th June and 30th June 2009 and two on 1 October 2009. Further training (two sessions) is scheduled for 12th February 2010.</p> |

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| | | b) Provide quarterly bulletins to social care staff about community safety news and projects that benefit older people – 4 bulletins by March 2010. | Sarah Owen | 31 March 2010 | On track (green) – Three information bulletins have been distributed to date to social care staff, Hillingdon Homes staff and Housing and Benefits staff with information on the key safe protocol, fire safety, bogus callers and burglar alarms. Bulletins have also included information about how to book on to the community risk training. Future bulletins to include examples of scams, accessing help such as crime prevention officers, care and repair, community grants and safety when out and about. |
| Theme 2 - Preventative Care | | | | | |
| 2.1 | Increase the number of people in receipt of assistive technology to help them remain independent and live safely at home. | a) Deliver a target of 350 additional people receive telecare by 31 March 2010 | Tolu Roche | 31 March 2010 | On track (green) – on track to achieve the target of 350 additional people receiving telecare by 31 March 2010. As at the 18 November 2009, 150 installations have been completed and a further 15 are awaiting installation. A strategy for telecare is due to be finalised by January 2010. |

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| 2.2 | Improved arrangements for advocacy for older people and adults with disabilities | a) Complete a review of advocacy services available to support local people | Gary Collier | 31 March 2010 | On track (green) - Funding has been agreed to fund a two-year pilot for an advocacy service to support adults who have been referred to the Safeguarding Adults team and/or residents in residential/nursing homes that are located in Hillingdon. The majority of people in residential/nursing care will be over the age of 65. Service anticipated to start February 2010. |
| 2.3 | Develop and progress arrangements to transform adult social care – giving people more choice and control over their lives | a) Deliver the pilots for self-directed support by 31 March 2010 to promote greater choice, independence and control over the social care and support individuals receive. | Dave King | 31 March 2010 | On track (green) – On track to deliver Self-Directed Support services to offer people who need adult social care more of a say in their care and support arrangements. Pilots to test how the new arrangements will work have been launched. |

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| Theme 3 - Keeping independent and healthy | | | | | |
| 3.1 | Improve health and wellbeing and quality of life for older people with mental health needs (ref: Healthy Hillingdon TP – 23) | a) Quarterly promotion of walks in libraries (including walk and talk sessions run with 2 local libraries) | Angela Flux | 31 March 2010 | On track (green) – Healthy walks promoted at all libraries. Walks taking place as planned - 54 walks from 11 sites. Walks programme co-ordinated with Streets Ahead including walks from Uxbridge Library, Harlington Library and Manor Farm Library. |
| | | b) 2 walks promotion sessions with mental health services | Angela Flux | 31 March 2010 | On track (green) – The promotion of mental health is integrated with all walks. Two walk promotion sessions scheduled with mental health services. |
| 3.2 | Develop capacity for 50+ uptake of active lifestyle options, through partnership work with Age Concern, Green Spaces, Arts, Leisure and Adult education (ref: Healthy Hillingdon TP – 03) | a) Intergenerational cultural events run with at least 200 participants in Fassinage Park and Manor Farm - Events run with Family Information Service and Vyners Swing Band | Angela Flux | 31 Oct 2009 | Completed (green) – 200+ people attended "Jazzing up the Park". Positive feedback received from participants with ideas and requests for more activities in parks including a Christmas event and regular use of the band stand by local musicians. |
| 3.3 | Promote take-up of allotments in Hillingdon amongst older people (ref: Healthy Hillingdon TP – 03) | a) Adult education on allotments run on 2 sites to promote take-up of allotments - 2009 programme run and evaluated by June 09. 2010 programme scheduled by Feb 2010 | Angela Flux | 28 Feb 2010 | On track (green) - 2009 programme run (5 courses) 47 participants. 95% of learning outcomes achieved. |

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| 3.4 | Investigate extension of brown badge scheme to private car parks (ref: ECP035/E=) | Work to get the Brown Badge scheme adopted in at least one car park of a supermarket by the end of March 2010, as well as one hospital car park and one railway station. (If we can persuade a trial of the Brown Badge Scheme in one site then it will be easier to roll it out to further car parks once they have seen how successful the scheme is.) | Roy Clark | 30 Sept 2009 | Ongoing (green) – Additional Brown Badge parking bays have now been installed in the Chimes Shopping Centre and Breakspair Crematorium. Additional parking bays are to be installed at Highgrove Pool, the Willow Tree Retail Park (Yeading), Ruislip Lido, West Ruislip railway station and supermarkets / retail outlets. Another London Local Authority has adopted a brown badge scheme for people aged over 70 years. Hillingdon officers have actively supported the Local Authority to put this scheme in place. |
| 3.5 | Promote physical activity opportunities (ref: Healthy Hillingdon TP – 22) | a) Extend active lifestyle promotion to all areas in collaboration with Streets Ahead - Active lifestyle promotion at 5 events (run with leisure services) | Angela Flux | 31 March 2010 | On track (green) - The promotion of the walks programme is continuing. Work is continuing with the Green Spaces Team to promote 'Active parks' to include a ranger patrol attending walk leader training, website promotion of regular events and project work to support NVQ opportunities for the Green Spaces Team. |

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| 3.6 | Promote take-up of free Swimming lessons for people aged 60+ | a) Publish a promotional article in Hillingdon People by March 2010 | Sue Drummond | 31 March 2010 | <u>On track (green)</u> – promotional article in Hillingdon People will be linked with the opening of new centres. |
| | | b) Deliver a campaign to promote take-up of free swimming lessons working with partners. | Sue Drummond | 31 March 2010 | <u>On track (green)</u> – We have increased the amount of over 60's swimming lessons in response to demand. (No of free swims – April-Sept = 15,000). |
| 3.7 | Deliver a physical activity plan with the active ageing co-ordinator | a) Age Concern and Hillingdon Council appoint an active ageing co-ordinator to promote community based activities for a healthier lifestyle for older people | Sue Drummond / Age Concern | 31 March 2010 | <u>On track (green)</u> - Interviews for active ageing co-ordinator held. |
| Theme 4 - Tackling age discrimination | | | | | |
| 4.1 | Work towards achieving excellent level of the new equalities framework for local government and embed equalities throughout service delivery (ref: DCEO 04 (POI) E=) | a) Use equality impact assessments (EIA's) to monitor how older people access services, identify age-related barriers and develop improvement actions | All services Support from Policy Team | 31 March 2010 | <u>On track (green)</u> - both annual and predictive Equality Impact Assessments (EqIAs) are continually used by service areas to review the delivery of services over the year and assess the impact to any change in service provision or function for older people. During quarter 2 a EqIA was completed to assess the procurement of residential and nursing home provision under a regional framework agreement. |

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| | | b) Work with partners to create shared equality aims and objectives and address age-related barriers | Policy Team Vicky Trott / Rob Mackenzie- Wilson | 31 March 2010 | On Track (green) – a revised equality statement for Hillingdon partners was presented and agreed by the Local Strategic Partnership on 21st July. |
| | | c) Monitor complaints from residents and visitors | Policy Team Vicky Trott / Rob Mackenzie- Wilson | 31 March 2010 | On track (green) the corporate complaints policy and procedure is being updated to include complaints of discrimination based on age. |
| 4.2 | Support residents and businesses through the economic downturn (Ref: DCEO 36 (PB&CE)) | a) Provide a series of practical support measures via the voluntary sector, including additional advice and support services for Age Concern Hillingdon to provide financial information and assistance for older people. | Partnerships – Ian Edwards | 31 March 2010 | On track (green) £20k has been allocated to Age Concern Hillingdon for a dedicated post to support older residents during the recession. An outreach worker started on 27th October 2009 to deliver ‘financial assessment’, support and advice sessions as part of our Ageing Well activities across the borough. These will take place in Harefield, Eastcote, Ickenham, Ruislip, West Drayton and Hayes. The Hillingdon Joint Visiting Team held a benefits awareness event in Ruislip on the 23rd September as part |

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| | | | | | of the Streets Ahead week of action. Faith leaders received information to help people in their community access support advice during the downturn and a drop-in session gave local people an opportunity to discuss issues and access direct support from benefits advisors. |
| Theme 5 - Planning for Retirement | | | | | |
| 5.1 | Promote planning for retirement to people living in Hillingdon | a) include an article in Hillingdon People about planning for retirement, employment and volunteering. | Emma Marsh | 31 March 2010 | <u>On track (green)</u> – Scheduled for January/February 2010 edition of Hillingdon People |
| 5.2 | Promote Take-up of Volunteering in Hillingdon. | b) assist HAVS to recruit new volunteers to achieve the Local Area Agreement target in 2009/10. | Vanessa Hurhangee | 31 March 2010 | There has been increased visibility in Hillingdon People, encouraging people to recognise themselves and others as volunteers. Publicity and nomination packs will be used to promote the launch of the 2010 Volunteer Achievement Awards. In partnership with Hillingdon Carers we have developed focused publicity to encourage carers to consider volunteering to enhance their wellbeing but also as a tool for returning to paid employment once their |

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| | | | | | <p>caring commitments have ended.</p> <p>The delivery of the Department for Work and Pensions Volunteering Option Project has begun, which involves in partnership with Job Centre Plus, the referral of long term unemployed people (6mths +) to voluntary placements, allowing them to learn new/enhance existing skills as well as opening areas of experience for possible development. A significant number of referrals are jobseekers with mild-moderate learning disabilities.</p> |
| Theme 6 - Housing | | | | | |
| 6.1 | Help older people to live independently in safe, warm homes | a) Make 200 homes decent for vulnerable older person householders in the private sector | Beatrice Cingtho | 31 March 2010 | <u>On track (green)</u> - 102 homes of older people have been improved during the first six months of 2009/10. |
| | | b) Deliver 80 heating system completions for older vulnerable people in the private sector | Beatrice Cingtho | 31 March 2010 | <u>On track (green)</u> – 45 older people living in private sector housing have benefited from improved heating systems between April and September 2009. |

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| | | c) Deliver 350 home energy insulation measures for older people in the private sector | Beatrice Cingtho | 31 March 2010 | On track (green) - 202 home energy insulation measures installed in the homes of older people between April and September 2009. |
| | | d) Increase benefit take-up for 150 older people in the private sector | Beatrice Cingtho | 31 March 2010 | On-going (green) – Target has been exceeded. During the first six months of 2008/09 188 older people have benefitted from additional benefits. |
| | | e) Deliver 430 Handyperson completions for older people in the private sector through the council's Care and Repair service | Beatrice Cingtho | 31 March 2010 | On track (green) – to date 224 improvements have been made to the homes of older people helping older people to stay independent in their own home. |
| | | f) Deliver 75 grant assisted essential repairs for older people on lower incomes in the private sector through the council's Care and Repair service | Beatrice Cingtho | 31 March 2010 | On track (green) - 47 grant assisted essential repairs for older people achieved during the first six months of 2008/09 |

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| 6.2 | Provide specialist extra care housing for older people | a) Conduct feasibility studies on the development of specialist 24 hour extra care provision within existing sheltered housing schemes. | Paul Feven | 31 October 2009 | Completed (green) - Feasibility studies completed on two existing sites. One site has been identified as being suitable for re-development for the provision of extra care housing for a proposed 47 homes. Funding from the Homes and Communities Agency (HCA) has been successfully secured. At the other site, the proposal is to re-develop into extra-care homes. Funding will be sought from the HCA. |
| | | b) Work with housing associations partners to deliver specialist extra care facilities on new build sites including West Ruislip RAF site | Paul Feven | April 2011 | On track (green) - 48 extra care facilities are being proposed for the West Ruislip RAF site. There will be a phased completion over 18 months. |
| 6.3 | Increase the housing options for older people | a) Fast track housing applications and halve assessment time to 7 days for housing register applications | Beatrice Cingtho | 31 March 2010 | On track (green) – The average time to complete a housing assessment has fallen from 9 to 8 days in quarter 2. Target will be met by year end. As at the end of October 2009, 97.8% housing assessments for people aged 55 years or older were completed within 7 days. |

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| | | b) 17 days for homeless applications | Beatrice Cingtho | 31 March 2010 | On track (green) – The average time to complete a homelessness application is 18 days as at the end of October 2009. |
| | | c) Ensure that no older people are placed in Bed and Breakfast accommodation where there is a housing duty | Beatrice Cingtho | 31 March 2010 | On track (green) – At the 30 November 2009 no older people are currently placed in Bed and Breakfast accommodation where there is a housing duty. |
| | | d) Ensure that no older people remain in hospital due to a lack of accommodation | Beatrice Cingtho | 30 Sept 2009 | Completed (green) – As at 30 November 2009, no older people remain in hospital due to lack of accommodation where there is a housing duty. |
| | | e) Build new high quality housing for older people as part of the council's "Pipeline Sites" project | Paul Feven | 31 March 2011 | On track (green) – Meeting held with government officials to discuss and promote the bid for "Challenge" funding. Application made for development of extra care scheme and 50 units of accommodation under Housing Revenue Account Pipeline Sites programme. |

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| Theme 7 – Learning and Sharing Skills | | | | | |
| 7.1 | Older people are helped to develop skills and knowledge to use the computer | a) Continue to target older people living in sheltered housing with information and advice about the support available to improve their computer skills | Jan Lynn | 31 March 2010 | On track (green) - Posters are displayed at all sheltered schemes promoting IT courses in libraries and other organisations through-out the Borough. Five scheme already have computer facilities for tenants use and three more will be introduced in 2009/10 using existing resources. There is ongoing dialogue with Brunel university and Age Concern regarding training for tenants. |
| 7.2 | Promote access to learning and volunteering opportunities for older people | a) include an article in Hillingdon People | Emma Marsh | 31 March 2010 | Completed (green) – ‘Learn something new’ article included in January/February 2010 edition of Hillingdon People. |
| Theme 8 – Consulting and Informing | | | | | |
| 8.1 | Continue to develop access to the Older Peoples Assembly | a) Review how the Older Peoples Assembly is working – review with Hillingdon’s FORCE Group | Alison Coote / Tolu Roche | 31 Dec 2009 | On track (green) - The operational arrangements of the Older Peoples Assembly are being reviewed, enhanced and improved by the FORCE Group (the Older Peoples Assembly Steering Group). Feedback questionnaires for attendees are provided at each meeting, and suggestion/ comment boxes are used. |

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| | | b) Agree with FORCe and the Older Peoples Assembly ways to develop the Assembly | Alison Coote / Tolu Roche | 31 March 2010 | On track (green) - In June 2009, the play 'Who's Helen?' was performed at the Older Peoples Assembly to help enhance awareness and understanding of loneliness, isolation and depression in older age. This was the first time that such a mode of communication was used at the Assembly. Further discussion will take place with the FORCe group during the Autumn about ways to further develop the Older Peoples Assembly. |
| | | c) Promote access to the Older People's Assembly and how people can get involved – promotional article in Hillingdon People, positive press coverage and outreach work with community groups | Alison Coote / Tolu Roche | 31 March 2010 | On track (green) - The Council's web-page "Life Changes "Enjoying Retirement in Hillingdon" has a section dedicated to older people, and is used to promote Assembly activities. Details of the each Older Peoples Assembly are advertised widely, including Hillingdon People. The FORCe Group will be considering further press coverage and outreach work. |

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| 8.2 | Continue to develop ways to improve services to older people in Hillingdon using the Leaders Initiative | a) attend Force and other groups as appropriate to promote the Leader's initiative and encourage appropriate bids for this funding. | Kevin Byrne | 31 March 2010 | <p>On track (green) - The Leader's Initiative has funded a broad range of voluntary organisations that provide services for older people to be active and independent. Age concern helping hand service is receiving funding for 2009-10, the burglar alarm project has been extended to enable 1,000 older people to receive a free alarm, funding for a dining centre in Northwood and supporting the delivery of the Hillingdon 60 plus fair. In July 2009 19 Community Associations were invited to submit bids for small one-off projects that will help them develop or expand services for older people.</p> <p>During quarter 2 the Leaders Initiative awarded a grant to Northwood Live at Home service to create more activities for older people and provide training to their volunteers. A total of 9 bids were received from Community Associations in both the north and south of the borough. Suggested projects include refurbishing</p> |

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| | | | | | kitchen facilities, organised day trips for older people to get out and about and equipment to expand exercise and sports activities. All bids were considered at the Leaders Initiative meeting on 20 th Oct 2009. |
| 8.3 | Supporting other forums that offer a direct voice to older people in the development of service planning and delivery. | a) regularly attend meetings with the Black Minority Ethnic Elders Forum prior to the older people's assemblies and feedback to the Assembly the views of older people | Tolu Roche | 31 March 2010 | <u>On track (green)</u> - Plans are in place for the Chairman of the Older Peoples Assembly to attend the Black and Minority Ethnic Elders Forum on a quarterly basis in order to provide a direct link with the Older Peoples Assembly. |
| 8.4 | Keep older people informed about developments in Hillingdon | a) ensure a page is dedicated to older people in every edition of Hillingdon People. | Emma Marsh | 31 March 2010 | <u>On track (green)</u> - A dedicated older people's page has been in place since October 2008, providing information on what the council is doing for older people as well as information on schemes/events specifically for older residents. The page will continue to update older residents about developments within the main themes of the older people's plan and other initiatives important to them. |